



# **CANARA BANK EMPLOYEES' UNION (Regd.)**

*(Affiliated to All India Bank Employees' Association)*

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Dear Comrades,

## **WORKING HOURS ARE SACROSANCT**

The birth of All India Bank Employees' Association emancipated the bank employees from servitude. The inhuman approach and rampant exploitation by the managements were put to an end. The continuous struggles by AIBEA for 80 long years and by CBEU for 75 years have given us the space to work with dignity in our workplace.

The service conditions of bank employees are the by-products of incessant struggles. The working hours for bank employees is well defined in the First Bipartite Settlement dated 19/10/1966 and refined in subsequent settlements to suit the changing banking needs without compromising on the total working hours including lunch recess.

As part of EASE Reforms on Banking for Customer Convenience, Indian Banks Association had instructed the banks to implement uniform banking hours through respective SLBCs and based on these guidelines the banks displayed the same on notice boards about working/business hours.

Now, in the name of uninterrupted service to customers the notice boards are being replaced with altered business hours. Lunch hours are not seen in the present notice boards. Our bank also has released a brochure on the same.

Comrades, working hours are sacrosanct and so is the lunch hours. Lunch recess cannot be denied to us. Within the working hours, as per respective Shops and Establishment Acts, lunch recess is to be provided. Now, Bank has issued communication stating that employees shall have lunch recess on rotation basis so that service is not interrupted.

One of the most concerning aspect for uninterrupted service is the Cash department. In about 90% of the branches, there is only one cash cabin. As per manual of instructions no body should enter the cash cabin other than the cashier.

As per bank guidelines caged enclosure is to be provided for handling of cash department. Without proper infrastructure and cash cabins, implementation of interrupted customer service will put the bank assets at risk and make the CSA vulnerable and responsible because of lack of infrastructure

While, we acknowledge the need for best customer service, at the same time we are concerned with the lack of proper infrastructure which is exposing the bank and the employees to security risks, especially the cash department for which there are many regulatory guidelines from RBI itself.

We request our comrades to exercise adequate care and caution, follow systems and procedures and not to handle cash in open counters. Cashiers while handing over cash and keys to supervisors have to ensure closure of cash, sell to vault, as per procedure. Not adhering to advised procedures in cash and key handling are treated as misconducts and appropriate action may be initiated by the bank.

Eventhough we wish for uninterrupted customer service, many a times, the service gets interrupted for a long time due to technical fallouts and counter staff face the wrath of the customers, for no fault of theirs.

Comrades, nowadays attacks and abuse are frequent on front line staff. Do not venture into taking extra risk by violating systems and procedures and for us WORKING HOURS WITH LUNCH RECESS ARE SACROSANCT.

With greetings

A handwritten signature in black ink, appearing to read 'B Ramprakash', written in a cursive style.

**(B RAMPRAKASH)**  
**GENERAL SECRETARY**